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REGULATORY AUTH.

Guy M. Hicks
General Counsel

'01 FEB 23 PM 2 16
February 23, 2001

OFFICE OF THE
EXECUTIVE SECRETARY

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VIA HAND DELIVERY

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Petition by ITC^DeltaCom Communications, Inc. for Arbitration of Certain Unresolved Issues in Interconnection Agreement Negotiations Between ITC^DeltaCom and BellSouth Telecommunications, Inc.*
Docket No. 99-00430

Dear Mr. Waddell:

On February 6, 2001, the TRA ruled on the Best and Final offers for Issue 1 (a) in the BellSouth/DeltaCom arbitration proceeding and directed BellSouth to file with the TRA, within 14 days, the date on which the DeltaCom data will be available on the BellSouth web site. Given the complexity of the TRA's request, BellSouth requested an extension until February 23, 2001 to make this filing.

By way of background, the TRA, in its Second Interim Order of Arbitration Award dated August 31, 2000, directed DeltaCom and BellSouth to resubmit final best offers as to Issue 1 (a). The filing was to consist of:

1. The Electronic Medium To Be Used In Providing DeltaCom With Access To Performance Reports And Data;
2. The Process To Be Utilized In Determining BellSouth's Compliance Or Noncompliance With The Standards And/OR Benchmarks;
3. Standards and/or benchmarks for each SQM (September 15, 1999 version) and the thirty (30) additional measurements

adopted. Standards must be specific. Parity or retail analog should include the specific service to which parity will be measured or the retail analog companion. Additionally, a methodology should be provided for defining or calculating the performance standard and/or benchmark, for each measure, such as the method contained in the VSEEMs for each measure;

4. The Process To Be Utilized In Determining BellSouth's Compliance Or Noncompliance With The Standards And/Or Benchmarks;
5. Circumstances that would warrant a waiver request from BellSouth and the time frame for submitting such waiver requests.

Consistent with the TRA's instructions, BellSouth and DeltaCom submitted best and final offers for consideration by the TRA. Below, BellSouth describes the data that is currently available to DeltaCom on the BellSouth web site, as well as the data that will be available in the next software release currently scheduled on or about April 15, 2001.

From the September 15, 1999 SQM, BellSouth is currently producing 43 of the 68 measurements. Those measure are listed below and segregated by category:

Pre-Ordering

Average Response Time and Response Interval
Interface Availability

Ordering

Percent Flow-Through Service Requests (Summary)
Percent Flow-Through Service Requests (Detail)
Flow Through Error Analysis
Percent Rejected Service Requests
Reject Interval
Firm Order Confirmation Timeliness
Speed of Answering in Ordering Center

Provisioning

Mean Held Order Interval & Distribution Intervals
Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices
Percent Missed Installation Appointments
Average Completion Interval (OCI) & Order Completion Interval Distribution
Average Completion Notice Interval
Coordinated Customer Conversions
% Provisioning Troubles w/i 30 days of Service Order Activity
Total Service Order Cycle Time (TSOCT)

Maintenance and Repair

Missed Repair Appointments
Customer Trouble Report Rate
Maintenance Average Duration
Percent Repeat Troubles w/i 30 days
Out of Service > 24 Hours
OSS Interface Availability
OSS Response Interval and Percentages
Average Answer Time – Repair Centers

Billing

Invoice Accuracy
Mean Time to Deliver Invoices
Usage Data Delivery Accuracy
Usage Data Delivery Completeness
Usage Data Delivery Timeliness
Mean Time to Deliver Usage

Operator Services (Toll) and Directory Assistance

Average Speed to Answer (Toll)
Percent Answered within "X" Seconds (Toll)
Average Speed to Answer (DA)
Percent Answered within "X" Seconds (DA)

E911

Timeliness

Accuracy

Mean Interval

Trunk Group Performance

Trunk Group Service Report

Trunk Group Service Detail

Collocation

Average Response Time

Average Arrangement Time

% of Due Dates Missed

For the Provisioning Measurements, the table below shows the sub-metrics available today on the web site and the sub-metrics that will be available, based on the current software release schedule, on April 15, 2001.

Current level of Disaggregation	Level of Disaggregation on 4/15/01
Resale Residence	Resale Residence
Resale Business	Resale Business
Resale Design	Resale Design
	Resale Centrex
	Resale ISDN
UNE Non-Design	UNE 2w Loop with NP (Non-Design)
UNE Design	UNE 2w Loop without NP (Non-Design)
	UNE 2w Loop Other with NP (Non-Design)
	UNE 2w Loop Other without NP (Non-Design)
	UNE Other (Non-Design)
	UNE 2w Loop with NP (Design)
	UNE 2w Loop without NP (Design)
	UNE 2w Loop Other with NP (Design)
	UNE 2w Loop Other without NP (Design)
	UNE Other NP (Design)
	Switching - Dispatch
	Switching - Non Dispatch
	Local Transport

Current level of Disaggregation	Level of Disaggregation on 4/15/01
	Combos - Dispatch
	Combos - Non Dispatch
Local Interconnection Trunks	Local Interconnection Trunks

For the Maintenance and Repair Measurements, the table below shows the sub-metrics available today on the web site and the sub metrics that will be available, based on the current software release schedule, on April 15, 2001.

Current level of Disaggregation	Level of Disaggregation on 4/15/01
Resale Residence	Resale Residence
Resale Business	Resale Business
Resale Design	Resale Design
	Resale Centrex
	Resale ISDN
UNE Non-Design	UNE 2w Loop (Non-Design)
UNE Design	
	UNE 2w Loop Other (Non-Design)
	UNE 2w Loop Other without NP (Non-Design)
	UNE Other (Non-Design)
	UNE 2w Loop (Design)
	UNE 2w Loop Other (Design)
	UNE Other (Design)
	Switching - Dispatch
	Switching - Non Dispatch
	Local Transport
	Combos - Dispatch
	Combos - Non Dispatch
Local Interconnection Trunks	Local Interconnection Trunks

Performance reports for all BellSouth SQMs are currently available electronically on a monthly basis via BellSouth's web site at <https://pmap.bellsouth.com>. This web site also allows DeltaCom to access electronically the raw data underlying those reports to the extent such reports are derived from BellSouth's Performance Measurement and Analysis Platform

("PMAP"), which is the system BellSouth uses to collect, process, and report performance data. This would include the most critical ordering, provisioning, and maintenance & repair measurements in which CLECs generally are interested, including, but not limited to, FOC Timeliness, Reject Interval, Percent Missed Installation Appointments, Average Completion Interval, Order Completion Interval Distribution, Missed Repair Appointments, Customer Trouble Report Rate, and Maintenance Average Duration.

While every performance report is available electronically, BellSouth does not have the capability to make available electronically the raw data that is used to generate reports outside of PMAP. This would include the raw data for the regional reports that are not specific to a single CLEC, which cannot be efficiently generated electronically. A good example is the Speed of Answer in the Ordering Center and Speed of Answer in the Maintenance Center, which reflect the time during which a call is in queue until a BellSouth representative answers the call. These work centers are regional in nature and serve all CLECs, which means that numerous calls are received each month. Although each call is individually timed and the averages for the month are posted on the SQM reports, it is not reasonably possible to electronically identify each and every CLEC call underlying these SQM reports.

At the Agenda Conference on February 6, 2001 the TRA adopted DeltaCom's standards and/or benchmarks for each SQM measurement. However, the TRA also indicated that it would "adopt the benchmarks on all measurements as we previously ordered." While BellSouth does not yet have a written Order setting forth the detail surrounding the TRA's discussions, BellSouth will need clarification from the TRA as to the specific levels of disaggregation, standards and/or benchmarks to apply based on the contents of Tab 3 and Tab 5 of DeltaCom's Final Best Offer. For example, in Tab 5 of DeltaCom's Final Best Offer, Item B(3) references Texas SQMs and benchmarks, benchmarks from the Georgia CLEC Coalition and the Georgia Staff recommendation. This same section also references standards and benchmarks in Tab 3. In Tab 3, there is a table entitled "CLEC Performance Standards By Measure" that lists the SQM Measures as ordered by the Authority on April 4, 2000. The Standard/Benchmark column references Appendix 1 and Appendix 3 for Benchmarks and Analogs but does not address the Product Level Disaggregation, Benchmarks, and Retail Analog found in Appendix 2.

Other examples of confusing or conflicting information in the DeltaCom Final Best Offer include:

1. In the ITC^DeltaCom benchmarks of Tab 3, there are several benchmarks and functions that BellSouth has not established at this time.
 - a. Preordering OSS – Average OSS Response Time and Interval.
 1. The standard for TN reservations is 1-30 and 31 + .
 2. DeltaCom has benchmark for LIDB.
 3. DeltaCom has a benchmark for PIC
 4. DeltaCom has a benchmark for Directory Listings.
 5. DeltaCom has a benchmark for Dispatch.

BellSouth does not measure this as part of OSS response interval. The September 1999 SQM and the SQM DeltaCom included in Tab 3 do not include these items either. Therefore, BellSouth is uncertain as to whether these benchmarks apply to the measurement the TRA ordered on April 4, 2000.

2. DeltaCom's retail analog for the measures, Mean Held Orders, Percent Missed Installation Appointments, Average Completion Notice Interval, and Percent Provisioning Trouble within 30 days, all include individual measurements for product disaggregation for:

UNE Digital Loop < DS1
UNE Digital Loop > DS1
UNE xDSL
UNE ISDN
Line Sharing
Switch Ports
Loop + Port Combos

The September 1999 SQM and the SQM DeltaCom included in Tab 3 do not include these items. Therefore, BellSouth is uncertain as to whether this product disaggregation applies to the measurement the TRA ordered on April 4, 2000.

3. DeltaCom's standard for the Measurement Percent Missed Installation Appointment (1% missed) is arbitrary and in conflict with the TRA's April 4, 2000 decision.
4. DeltaCom's retail analog for the measures Customer Trouble Report Rate, Maintenance Average Duration, and Percent Repeat Troubles within 30 days, all include individual measurements for product disaggregation for:

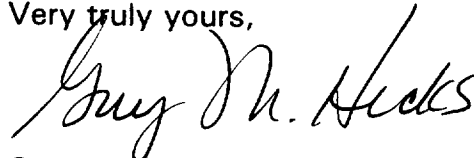
- LNP (Standalone)
- UNE Loop Port Combo – as separate category
- UNE Combo other – as separate category
- UNE xDSL (HDSL, ADSL, UCL)
- UNE ISDN – as separate category
- UNE Line Sharing

The September 1999 SQM and the SQM DeltaCom included in Tab 3 do not include these items. Therefore, BellSouth is uncertain as to whether this product disaggregation applies to the measurement the TRA ordered on April 4, 2000.

While BellSouth will work diligently to make all of the data for the SQM available to DeltaCom, there are a number of questions that need to be resolved before BellSouth can give a reasonable estimate as to when the remaining SQM data will be available to DeltaCom on the BellSouth web site. BellSouth is currently working with DeltaCom to reach a better understanding of its best and final offer, and, depending on the outcome of such discussions, will contact the Authority Staff to discuss such issues, if necessary.

A copy of this letter is being provided to counsel of record.

Very truly yours,



Guy M. Hicks

GMH:ch

w/permission ch

CERTIFICATE OF SERVICE

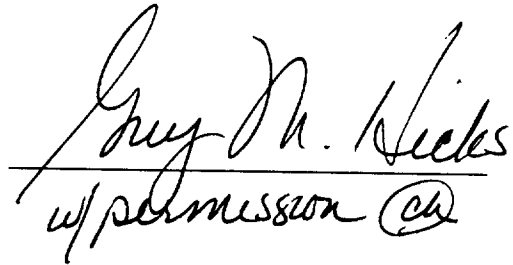
I hereby certify that on February 23, 2001, a copy of the foregoing document was served on the parties of record, via the method indicated:

- ☐ Hand
- ☐ Mail
- ☒ Facsimile
- ☐ Overnight

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